

## VWoA Compliance

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**From:** Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>  
**Sent:** Friday, November 02, 2018 4:12 PM  
**To:** VWoA Compliance  
**Subject:** 2.0L Gen 2 AEM Correction



**November 2, 2018**

**TO: Dealer Principals, General Managers and Service Managers**

**RE: 2.0L Gen 2 AEM Correction**

Dear Volkswagen Dealers,

In early September of this year we paused AEMs for the 2.0L Generation 2 Automatic Transmission vehicles. An issue was identified that may cause the vehicle to enter an "inducement" mode with a 200 mile countdown to a no restart condition which is indicated on the driver cluster. This countdown may suspend if the fault self-heals, but will continue if re-triggered. This issue may occur as a result of prolonged high-speed driving (typically over 80 miles per hour for 15 minutes or longer). In the event that this issue occurs the vehicle will register the P204F fault code.

We have identified a technical remedy for this issue and are actively working with regulators to implement this remedy in as short a time as possible. We are in the final stages of our discussions and are hopeful that we will have an Approved Emissions Modification Correction ("AEM-C") soon to prevent the issue from occurring. Until that point, further modifications on this population of vehicles continue to be paused.

In the coming days, customers will be notified of the issue via first class mail. There are two separate notifications that will be sent.

One letter will be sent to owners of affected vehicles that have already received the previously approved AEM and could experience the "inducement" issue described above. Those customers are advised to avoid driving their

vehicles over 80 miles per hour, and directed to visit a dealership in the event they receive a MIL to have the vehicle evaluated for the P204F fault and if present, to have the fault cleared. There are roughly 10,000 customers who will receive this letter. A copy of that letter is found here.

### **CUSTOMER LETTERS - 2.0L GEN2 WITH AEM**

A separate letter will be sent to individuals who have filed claims through the Settlement process and have elected to receive an AEM, but for whom there is no record of the AEM's being completed. This notification also advises of the issue with the current AEM and explains options that those customers have. This is small population of roughly 500 customers. A copy of that letter is attached here.

### **CUSTOMER LETTERS - 2.0L GEN2 WITHOUT AEM**

After Volkswagen receives approval of an AEM-C, a voluntary emissions recall will be issued for all 2.0L Gen 2 Automatic Transmission vehicles. Dealer instructions and communication to all current owners will be distributed through the normal campaign channels. This AEM-C must explicitly be elected by the customer and remarked on the repair order prior to commencing the re-flash.

We thank you for your continued support in these efforts.

Regards,

TDI Dealer Communications

## EXAMPLE – CUSTOMER LETTER FOR VEHICLE WITH AEM ALREADY APPLIED

<MONTH YEAR>

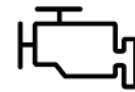
<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

Subject: Emissions Service Action, 23Z3 - TOPIC  
2012-2014 Model Year Volkswagen Passat 2.0L TDI Vehicles  
with Approved Emissions Modification (AEM)



**Avoid driving  
over 80 MPH.**

If your check engine light  
(MIL) turns on, take your  
car to a dealer soon.

Dear Volkswagen Owner,

You are receiving this notice because our records show that you received an Approved Emissions Modification (AEM) for your 2012–2014 Model Year Volkswagen Passat 2.0 Liter Vehicle.

### **This notice is to inform you that we have identified a problem with the AEM that was installed on your vehicle.**

#### **What is the issue?**

Volkswagen has determined that 2012-2014 model year Volkswagen Passat 2.0L TDIs that received the AEM inject an inadequate amount of Diesel Exhaust Fluid (DEF) under certain conditions.

- This issue occurs after driving at high speeds (typically over 80 miles per hour) for 15 minutes or longer.
- This 15 minute period need not be continuous and may accumulate over multiple consecutive trips.
- This issue causes a Malfunction Indicator Light (MIL) (the dashboard warning lights) to illuminate.
- If you continue to drive with this MIL illuminated, the vehicle will enter into “inducement,” which is described in your owner’s manual.
- **In short, if you do not visit a dealer, you will hear an audible warning chime and, after 200 miles, the vehicle will not restart after you shut it off.**

### **Thus, if your MIL illuminates we recommend that you visit a dealer as soon as it is safe to do so.**

- When you visit a dealer, the dealer will turn off the MIL and you will not experience inducement resulting from the prior noted conditions (driving at speeds over 80 mph as described above) unless you again drive under the specified conditions.
- This service to turn off the MIL is free of charge.

## What will we do?

We are working with the U.S. Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) to obtain approval for the software calibration update to correct this issue.

- After the update is approved, your authorized Volkswagen dealer will update the software calibration in your vehicle free of charge.
- The update will take less than one hour to complete and will not impact the drivability or other features of your vehicle.
- Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

## What should you do?

If your MIL illuminates, please visit a dealer as soon as it is safe to do so, as described above (see *What is the issue?*). We will send you a notice when a software update to correct this issue is available and you will have two options to obtain the update.

- **Option 1:** At your convenience, you may contact your nearest authorized Volkswagen dealer and arrange for an appointment to receive the software upgrade at no cost to you.
- **Option 2:** When you visit your Volkswagen service department for any reason, including a MIL caused by this issue, the dealer can update the software with your approval.

## Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

## Can we assist you further?

If you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at **800-893-5298**.

## Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owner/recalls](http://www.vw.com/owner/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.

Sincerely,  
Volkswagen

## EXAMPLE – CUSTOMER LETTER FOR VEHICLES WITHOUT AEM

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

Subject: Emissions Service Action CODE - TOPIC  
2012-2014 Model Year Volkswagen Passat 2.0L TDI Vehicles  
without an Approved Emissions Modification (AEM)

**You have a  
choice to make.**

Call 1-844-98-CLAIM  
by 30 days from letter

Dear Volkswagen Owner,

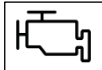
You are receiving this notice because our records show that you are the owner of a 2012–2014 Model Year Volkswagen Passat 2.0 Liter Vehicle but have not yet received an Approved Emissions Modification (AEM) for your vehicle.

**This notice is to inform you that we have identified a problem with the AEM available for your vehicle.**

If our records are in error and you have received the AEM, please read the description of the issue directly below and avoid driving over 80 miles per hour.

### What is the issue?

Volkswagen has determined that 2012-2014 model year Volkswagen Passat 2.0L TDIs that received the Approved Emissions Modification (AEM) inject an inadequate amount of Diesel Exhaust Fluid (DEF) under certain conditions.

- This issue occurs after driving at high speeds (typically over 80 miles per hour) for 15 minutes or longer.
- This 15 minute period need not be continuous and may accumulate over multiple consecutive trips.
- This issue causes a Malfunction Indicator Light (MIL) (the dashboard warning lights) to illuminate. 
- If a vehicle that has received the AEM continues to be driven with this MIL illuminated, the vehicle will enter into “inducement,” which is described in your owner’s manual. Inducement may render the vehicle inoperable if it is not promptly taken to a dealer after the MIL is illuminated.

### What will we do?

We are working with the U.S. Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) to obtain approval for the software calibration update to correct this issue. After the update is approved, your authorized Volkswagen dealer will be able to provide the AEM with the updated software calibration to your vehicle free of charge. Installation of the AEM with the updated software calibration will take less than two hours to complete. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### What are your options?

**Consumers who have not yet received the AEM may switch to a Buyback or Early Lease Termination.**

**To switch, please call 1-844-98-CLAIM by no later than 30 days from this letter.**

- We encourage you to schedule your remedy appointment promptly. If you have questions about your options, you may also call the Plaintiffs’ Steering Committee (PSC) at **1-800-948-2181** to learn more.

## What should you do?

- This issue doesn't affect your vehicle in its current configuration because you didn't get the original AEM. So driving above 80 miles per hour won't trigger these conditions in your vehicle. The issue won't be present in the updated AEM.
- If you choose to get the updated AEM plus compensation, we'll send you a notice when the updated AEM is available. When you get the notice, contact your nearest authorized Volkswagen dealer for an appointment.
- **If you have not yet received the AEM and would like to switch to a Buyback or Early Lease Termination, please call 1-844-98-CLAIM by no later than 30 days from letter.**

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If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

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Volkswagen